RTAChicago.org

HUMAN SERVICE TRANSPORTATION PLAN

February 2021

Regional Transportation Authority

HUMAN SERVICES TRANSPORTATION PLAN (HSTP)

Identifies critical transportation needs for:

- Older adults
- Individuals with disabilities
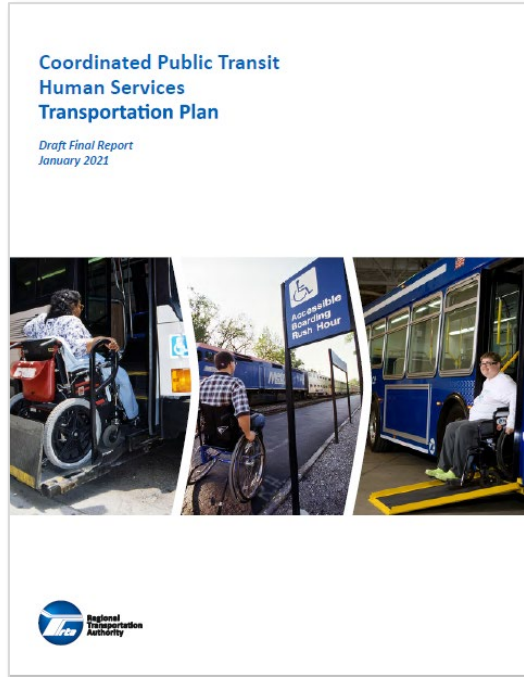- People with low incomes

Recommends goals, strategies/projects

- To address needs and gaps
- To help people access their community with independence

Includes public/stakeholder engagement

2/26/2021   Human Services Transportation Coordination Plan Update

Regional Transportation Authority

WHY DO WE HAVE AN HSTP?

Coordinated Public Transit Human Services Transportation Plan

Draft Final Report
January 2021

- A Public Transit-Human Services Coordination Plan is required for funding through the FTA Section 5310 grant program

- RTA's Human Services Transportation (Coordination) Plan (HSTP) is updated periodically

SECTION 5310 PROGRAM

- FTA funding assistance for public transportation projects that focus on enhancing mobility for seniors and individuals with disabilities.

- Co-designated recipient with IDOT for NE IL

- RTA administers funding for operating, mobility management and administration projects

2/26/2021   Human Services Transportation Coordination Plan Update

Regional Transportation Authority

TIMELINE

April 2020

- Stakeholder engagement
- Inventory Services
- Demographic Analysis
- Identify Needs & Gaps

July 2020

- Draft Goals and Strategies
- Prioritize with Project Advisory Committee
- Revise policies
- Provide draft report

January 2021

- Draft Final Plan complete
- Public comment period
- RTA Approval

Regional Transportation Authority

PROJECT ADVISORY COMMITTEE

- AID
- AIM
- Access Living
- Area Agency on Aging
- City of Chicago
- City of Naperville
- Clearbrook
- CMAP
- CNT
- CTF Illinois
- Cook County
- CTA

- DuPage County
- Disability Resource Center
- Easter Seals
- IDOT
- Kane County
- Kendall County
- Lake County
- Little City
- Lyft
- McHenry County
- Metra
- Misericordia

- MPC
- Pace
- Progress Center for Independent Living
- Ray Graham
- Senior Services
- Voluntary Action Center
- TMA Lake Cook
- Will County

Human Services Transportation Coordination Plan Update

Regional Transportation Authority
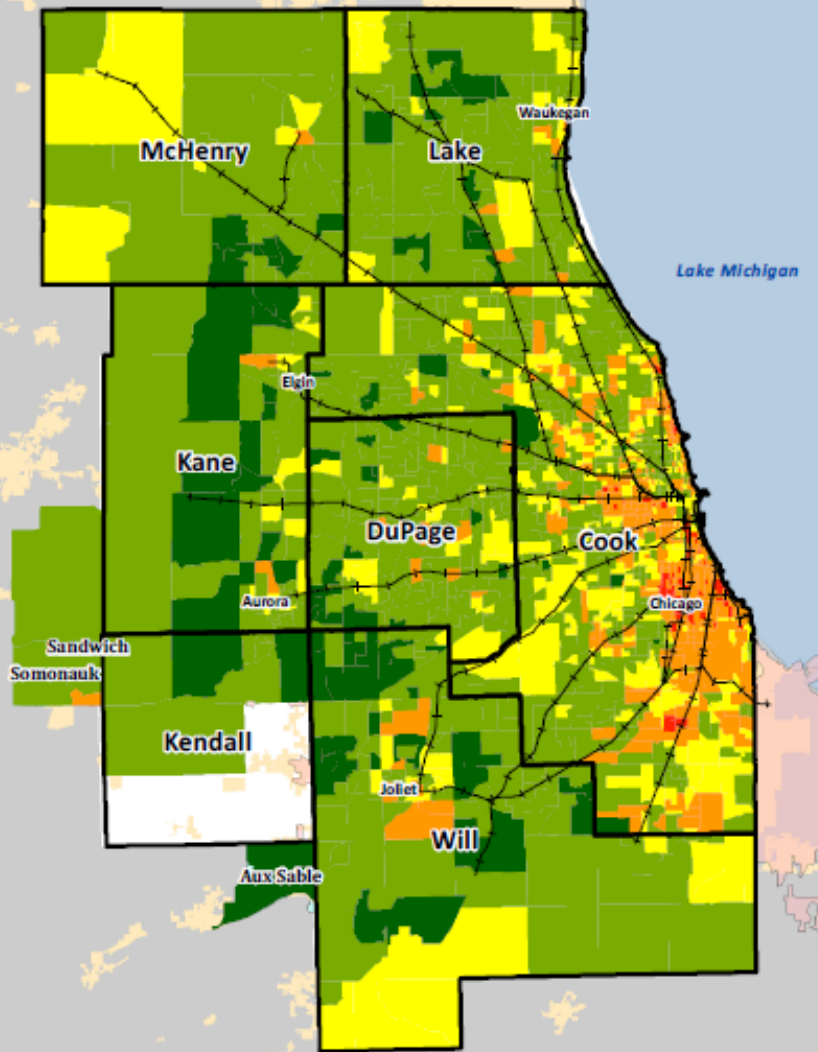
STAKEHOLDER AND PUBLIC INPUT

- 40+ Key Stakeholder Interviews
  - Transportation providers
  - Govt. representatives
  - Human Service agency program coordinators
  - Advocates

- 349 Public Surveys
  - 24% mobility limited
  - 22% age 60+

- 181 driver surveys

- 35 health and economic organization surveys

- Project Advisory Committee Meetings (4)

2/26/2021   Human Services Transportation Coordination Plan Update

Regional Transportation Authority

STAKEHOLDER AND PUBLIC INPUT

- Virtual focus groups
  - Two meetings in each suburban county, one meeting in Cook, and two regional meetings
  - 13 meetings with 131 attendees, average 10 per meeting
  - Topics included Mobility Needs, and Medical/Wellness Needs
  - Drilled down into Needs & Challenges, and Potential Solutions

2/26/2021   Human Services Transportation Coordination Plan Update
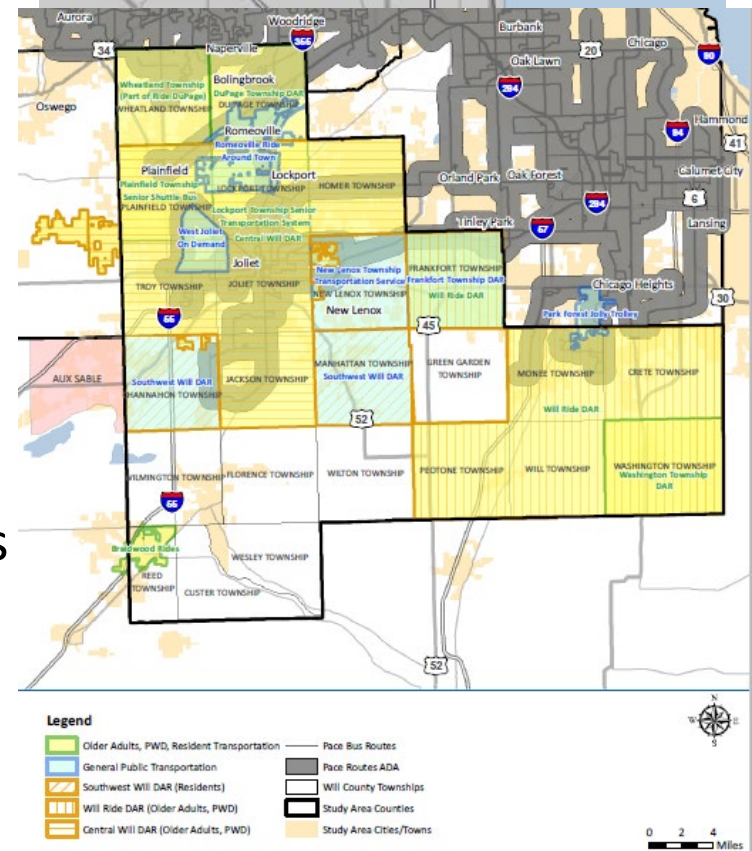
Regional Transportation Authority

DEMOGRAPHIC ANALYSIS

- Propensity for transit use developed from senior and poverty rates

- Population, employment and income forecasts

- Veteran, minority and disability incidence by County

- Indicators of higher need for public transit and human service transportation

SERVICE INVENTORY

- Geographic coverage & analysis of gaps

- Weekday, evening, and weekend service availability

- Variety of regional/municipal services <u>by type</u> to support diverse riders

- Agency overlap and ability to share service features or consolidate functions

2/26/2021

Human Services Transportation Coordination Plan Update

Regional Transportation Authority

EXISTING AND EMERGING MOBILITY NEEDS AND SERVICE GAPS

Area	High Priority for Coordinated Transportation	Moderate Priority for Coordinated Transportation	Low Priority for Coordinated Transportation
1. Pace/Township Co-Sponsored Service	**59%**	41%	0%
2. Pace-Sponsored Communications	29%	**59%**	12%
3. Municipal-Sponsored Services	24%	**65%**	12%
4. Travel Training Challenges	24%	**47%**	29%
5. Information Challenges	41%	**47%**	12%
6. Unserved/Underserved Areas/Populations	**76%**	24%	0%
7. HSA Client Transportation Programs	**53%**	35%	12%

Regional Transportation Authority

RECOMMENDED GOALS AND STRATEGIES TO MEET NEEDS

1. Establish mobility management and travel training networks

2. Expand service areas and hours

3. Coordinate fare media and implement capped fares for certain trips

4. Coordinate volunteer driver support programs

5. Improve access to suburban jobs for residents with low incomes

6. Expand consolidated vehicle procurement types

7. Explore collaboration/consolidation of similar services

8. Establish a regional 1 call/1 click service

9. Create an accessibility infrastructure database

Human Services Transportation Coordination Plan Update

Regional Transportation Authority

IMPLEMENTATION

- Regional document that includes many implementors

- RTA's applicable tool is the Section 5310 Program

- Call for Projects will focus implementing recommendations from the HSTP, as appropriate: #1, #2, #7

2/26/2021   Human Services Transportation Coordination Plan Update

Regional
Transportation
Authority

SECTION 5310 CALL FOR PROJECTS

- FY2020-2021

- Combined two-year cycle

- $9,511,506 funding available

- Call opens March 22

- Applications due April 22

- Board approval in August

2/26/2021   Human Services Transportation Coordination Plan Update

Regional
Transportation
Authority

QUESTIONS?

Heather Mullins, AICP

Division Manager, Local Planning and Program Management

Regional Transportation Authority

312-913-3244

mullinsh@rtachicago.org

Human Services Transportation Coordination Plan Update

Regional Transportation Authority

STAY CONNECTED

RTAChicago.org

RTA "Ride On." Blog - RideOnRTAChicago.com

Facebook.com/ChicagoRTA

@RTA_Chicago

@RTA_Chicago

Youtube.com/RTAChicagoland

Regional
Transportation
Authority